

(Revised 7/17)

May 15, 2000

TO: Departmental Personnel Officers
Staff Agencies and Offices

FROM: Mark Epstein, Chief
Training Branch

SUBJECT: **July - December 2000 HRD TRAINING SCHEDULE**

Attached is the Department of Human Resources Development (HRD) training schedule for the period July through December 2000. We have included the following items for your use:

MIST Registration Procedures
Vendor Registration Procedures
Registration Form HRD 410
Class Location Codes (**updated**)
Course Provider List for Registration & Payments (**updated**)

Please note the following information:

- ◆ **There will be no Oahu computer classes offered in this schedule** as we are in the process of contracting with a new vendor. Until that time, departments may utilize out-service training to meet their computer training needs.
- ◆ A copy of the training schedule can now be downloaded from our training web site address for internal departmental distribution at **http: //www.state.hi.us/hrd/**
- ◆ State Ethics workshops for Oahu can now be arranged directly between the departments and the State Ethics Commission.
- ◆ All registrants for First Aid classes taught by Kapiolani Community College **must receive a confirmation** from either their department personnel office or KCC before attending class.

Since classes will begin in July, please distribute the schedule early enough to allow for your internal approval procedures and to meet the registration deadlines for all vendors. If you have any questions, please contact Carol Maeda at 587-1050.

Attachments

MIST REGISTRATION PROCEDURES FOR HRD CONDUCTED CLASSES
(as identified in the Training Schedule next to cost column)

Note: These procedures are for the departmental personnel office (DPO), only!

REGISTRATION:

Employee names should be listed in departmental priority and enrollment is subject to space availability.

Registration will close ***fifteen working days*** prior to the start of class. Exceptions can be made based on low enrollment and/or instructor prerogative.

CONFIRMATION:

Confirmation will be made by HRD, Training Division, upon close of registration.

Notification of employee attendance, class start time, and class location is the responsibility of the departmental personnel office.

CANCELLATION:

Departments will be charged for classes that have a fee if notice of student cancellation is not received **five working days** prior to the start of class. Notification of cancellations to participants is the responsibility of the departmental personnel offices.

SUBSTITUTION:

Once confirmation is made, any substitution **must be in writing** and faxed to HRD, Training Division, at **FAX NUMBER 587-1107**, with the following information:

-Employee Name(s) -Social Security Number(s) -Reason for Change

PAYMENT:

Departments will be invoiced for each class that has a fee. Payment can be made by journal voucher or check. Departmental personnel offices will receive periodic notices of overdue payments.

PARKING/SPECIAL NEEDS:

Parking arrangements are the responsibility of each department. Departments must follow **DAGS** procedures in requesting special function parking passes.

Departments are to notify HRD of any arrangements for special needs (e.g. sign language interpreter, large print materials, mobility devices, etc.) as soon as possible.

VENDOR REGISTRATION PROCEDURES **(Community Colleges)**

NOTE: These procedures are for the departmental personnel office, only.
Individual employees must register for classes through the DPO.

REGISTRATION:

Approved HRD Form 410 (revised, 11/98) must be received by the course provider (vendor) no later than **ten working days** prior to the class start date. This advance timeframe allows a vendor to determine class confirmation.

List employee names in order of priority on the HRD Form 410. If the number of registrants exceeds class capacity, confirmation will be according to departmental priority.

The HRD Form 410 is sent to the respective course provider (vendor) regardless of class location listed in the training schedule (see attached Course Provider List).

The course provider is identified in the course fee column. For example: '\$20.00-KCC.'

CONFIRMATION:

Enrollment is confirmed on a first-come, first-served basis. Each course provider (vendor) will notify the contact person listed on the 410 when **confirming** attendance. To facilitate the confirmation process, departments should provide a **FAX** contact number as well as a phone number.

*** Important Note: Vendor will notify only those confirmed to attend a class. Therefore all registrants (whether DPOs or employees) are reminded that they should not assume confirmation status without verification from the vendor.**

CANCELLATION:

The vendor will accept cancellations up to **five working days** prior to the start of class. Cancellations less than five working days prior to the start of class will be charged the class registration fee.

Course providers will notify the **department contact person** when a class is cancelled or if there are any class changes.

SUBSTITUTION:

Substitutes are allowed by course providers. Each substitute must inform the class instructor of the employee's name they are replacing.

PAYMENT:

Class payment is made to the respective course provider (vendor) as indicated in the course fee column upon receipt of invoice.

PARKING/SPECIAL NEEDS:

Parking arrangements are to be handled through each course provider.

Departments must indicate any arrangements on the HRD Form 410 for special needs (e.g. sign language interpreter, large print materials, mobility devices, etc.) that is sent to the vendors.

State of Hawaii
Department of Human Resources Development Sponsored Courses
Registration Form

Course Information:

Title: _____ Course Date/Time: _____

Provider: _____ Course/Session no. (if applicable) _____

Location /Campus: _____ Fee \$ _____

Provider's Address:

Department Information:

Dept. Name/Address:

Contact Person: _____ **Phone:** _____ **P.O.:** _____

Instructions:

- 1) List only **one** class and session per form. **FAX No.:** _____
- 2) List participants **in order of priority**.
- 3) Mail this registration form **directly** to the course provider or departmental personnel office (if applicable). Enrollment is on first come, first served basis.
- 4) Persons who have **special needs** (e.g. sign language interpreter, large print materials, mobility devices, etc.) should note this on the Form 410 and submit it **no later than 10 working days** prior to the start of class.

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Name/s (Last, First, M.I.)	Soc. Sec. No. *	Title	Division	Phone No.
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Include social security number for classes being conducted by the community colleges or Dept. of Human Resources Development. Social security number will be used for registration purposes only.

I have determined that this training is appropriate for the position(s) listed above.

Signature of Dept. Head or authorized rep.: _____ Date: _____

CLASS LOCATION CODES

Class Location

Location Address

Hawaii

HI ArmRCtr	Army Reserve Center, 470 W. Lanikaula Street, Hilo
HI HaCC	Hawaii Community College, classroom to be announced
HI HaCCclc	Hawaii Community College, Computer Learning Ctr, Bldg 380, rm. 39
HI HMC	Hilo Medical Center, 1190 Waianuenue Avenue

Kona

Ko AirP TR	Keahole-Kona International Airport, Training Room, Kona
Ko SDC	Skills Develop. Ctr (next to Ohana Appliance) 74-5603 B7 Alapa Street

Kauai

Ka Do AGRI	Dept. of Agriculture, 4398-A Pualoke Street, Conference room, Lihue
Ka Kacc OCET	Kauai Comm College, Off Cont Ed & Trng Lab/classrm, 3-1901 Kaumualii Hwy

Maui

Ma DOT Hwy	DOT-Hwys. Division, Conference room, 650 Palapala Drive, Kahului
Ma MCC Lau	Maui Comm. College, Laulima Bldg, 310 Kaahumanu Avenue
Ma MemHosp	Maui Memorial Hospital, Conference Room, 221 Mahalani Street

Molokai

Mo Kulana	Kulana O 'Iwi complex, DHHL Conference rm., Maunaloa Hwy
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Oahu

Oa StCapAu	Hawaii State Capitol, Basement Auditorium, 415 S. Beretania Street
Oa SB2	State Bldg 2, (Keelikolani) rm. 310, 830 Punchbowl Street
Oa SB SOT	State Office Tower, rm. 203, rm. 204 or rm. 1403, 235 S. Beretania Street
Oa KCCkauila	Kapiolani Comm. College, Kauila Bldg, rm. 108, 4303 Diamond Hd Road
Oa KCCmano	Kapiolani Comm. College, Manono Bldg; rm. 110, 4303 Diamond Hd. Road
Oa HCC #2	Honolulu Comm. College, Bldg #2, various classrooms, 874 Dillingham Blvd.
Oa LCCda205a	Leeward Comm. College, Drafting and Technology Bldg, 96-045 Ala Ike St.

COURSE PROVIDER LIST FOR REGISTRATION & PAYMENTS

- ☞ **Department of Human Resources Development (HRD)**
HRD payments to Journal Voucher account code: 805-S-00-350-P-1368-0600
- Training Division (HRD)** **Ph: 587-1050**
235 S. Beretania Street, Room 1004 **Fax: 587-1107**
Honolulu, Hawaii 96813-2437
- ☞ **Hawaii Community College (HaCC)** **Ph: 974-7531**
Special Programs and Community Services **Fax: 974-7487**
200 W. Kawili Street
Hilo, Hawaii 96720-4091
- ☞ **Honolulu Community College (HCC)** **Ph: 845-9296**
Special Programs and Community Services **Fax: 845-3767**
874 Dillingham Boulevard
Honolulu, Hawaii 96817
- ☞ **Kapiolani Community College (KCC)** **Ph: 734-9211**
College Information Office **Fax: 734-9447**
4303 Diamond Head Road
Honolulu, Hawaii 96816
- ☞ **Kauai Community College (KaCC)** **Ph: 245-8318**
Office of Community Services **Fax: 245-8271**
3-1901 Kaumualii Highway
Lihue, Hawaii 96766-9591
- ☞ **Leeward Community College (LCC)** **Ph: 455-0477**
Office of Special Programs and Community Services **Fax: 453-6730**
96-045 Ala Ike Street
Pearl City, Hawaii 96782
- ☞ **Maui Community College (MaCC)** **Ph: 984-3231**
VITEC/PACE/COMP TECH **Fax: 244-9632**
310 Kaahumanu Avenue
Kahului, HI 96732
- ☞ **State Ethics Commission (EC)** **Ph: 587-0460**
Pacific Tower, Suite 970 **Fax: 587-0470**
1001 Bishop Street
Honolulu, Hawaii 96813

Training Schedule



**July – December
2000**

State of Hawaii
Department of Human Resources Development

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BIG ISLAND - HILO

Reminder: Register with your departmental personnel office.

COMPUTER

COMPUTER BASICS

This 60-hour course covers the basics in computers including training in mouse techniques, Windows '95, word processing, spreadsheet capabilities and a brief introduction to using the Internet. This is especially for the non-computer user to feel comfortable in using the personal computer. **Prerequisite:** Keyboarding experience. **Note: This course is conducted on a daily basis over a period of 15 working days. * No class on Jul 4 & Aug 18 (state holidays) however class time will be lengthened to 1:00p for the remainder of that holiday week.**

002-CBH-01	*Jul 3-Jul 21	8:00a-12:00p	\$325.00-HaCC	Hi HaCCclc
002-CBH-02	*Aug 14-Sept 1	8:00a-12:00p	\$325.00-HaCC	Hi HaCCclc
003-CBH-03	Sep 11-Sept 29	8:00a-12:00p	\$325.00-HaCC	Hi HaCCclc
003-CBH-04	Oct 9-Oct 27	8:00a-12:00p	\$325.00-HaCC	Hi HaCCclc
003-CBH-05	Nov 13-Dec 6	8:00a-12:00p	\$325.00-HaCC	Hi HaCCclc

INTRODUCTION TO WINDOWS 95

If you have had little or no prior experience with personal computers, this course is for you. Hardware basics, computer concepts, and terminology will be presented in a hands-on format. For individuals who have prior experience or have taken the Introduction to IBM Compatible Computers class. Whether you are new to Windows or are experienced with earlier versions of Windows, you will find this course helpful if you have Windows 95 installed on your computer. Learn to start and exit programs; open and close document windows; use menus, toolbars and dialog boxes and move and resize windows.

002-COM-11	Jul 25, 27	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc
002-COM-10	Aug 8,10	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-07	Sep 6, 8	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-12	Oct 17,19	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-08	Nov 1, 3	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc
003-COM-13	Nov 27,29	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-09	Dec 13, 14	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc
003-COM-14	Dec 18,20	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

MICROSOFT WORD 97 #1

This course will teach you the basic techniques and skills for using Microsoft Word for windows in the Office 97 Suite. Learn how to get started in word processing; how to create and edit documents, format paragraphs, work with the toolbar, use Auto Text and Auto Correct, and print documents. Learn timesaving techniques of using the mouse and keyboard shortcuts. (Textbook included).

Prerequisite: Completion of Introduction to Windows 95 class or have prior experience in Windows 95.

002-COM-15	Jul 10,11,12	3:00p-5:00p	\$80.00-HaCC	Hi HaCCclc
002-COM-16	Aug 1,3	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc
002-COM-17	Aug 28, 29	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-18	Sep 5, 7	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-19	Sep 11, 12	1:00a-4:00a	\$80.00-HaCC	Hi HaCCclc
003-COM-20	Oct 2, 4	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc
003-COM-21	Nov 14, 16	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

MICROSOFT WORD 97 #2

For those who already know the basics and want to explore more advanced features. Topics include creating tables, sorting, using mail merge, using graphics, creating multi-column documents, macros, and more. (Textbook included).

Prerequisite: Completion of Introduction to Microsoft Word 97 class or have previous Microsoft Word experience.

002-COM-22	Jul 24,25,26	3:00p-5:00p	\$80.00-HaCC	Hi HaCCclc
002-COM-23	Aug 30, 31	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-24	Sep 13,14	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-25	Oct 9,11	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

MICROSOFT WORD 2000 #1

003-COM-26	Sep 18, 19	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-27	Dec 11, 12	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

MICROSOFT EXCEL 97 #1

This course will teach you the basic techniques and skills for using Microsoft Excel, technically the best spreadsheet software around. You will learn how to create an electronic spreadsheet including how to insert and edit numbers, text formulas, and how to use the menus and toolbars to issue basic formatting commands, open, save and print documents. Find out how Excel can make your life easier and more efficient.

(Textbook included).

Prerequisite: Completion of Introduction to Windows 95 class or have prior experience in Windows 95.

002-COM-28	Jul 17, 18, 19	3:00p-5:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-29	Sep 5,6	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc
003-COM-30	Oct 3, 5	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-31	Nov 1,3	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-32	Dec 7,8	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc

MICROSOFT EXCEL 2000 #1

003-COM-33	Sep 25,26	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
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MICROSOFT EXCEL 97 #2

Discover how to create charts and graphs, templates, link workbooks and much more!

(Textbook included).

Prerequisite: Completion of Introduction to Microsoft Excel 97 class or have previous Microsoft Excel experience.

002-COM-34	Aug 22, 24	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-35	Sep 27,28	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-36	Oct 10,12	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-37	Oct 24,26	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-38	Dec 11,12	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc

MICROSOFT ACCESS 97 #1

Access can be used to store and retrieve any type of information. Some of the basics covered in this course include creating tables, forms, queries, and report generating. Also covered will be the use of database templates. This course is designed for students already familiar with a database program.

(Textbook included).

Prerequisite: Completion of Introduction to Windows 95 class or have prior experience in Windows 95.

002-COM-39	Aug 8,9,11	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc
003-COM-40	Oct 2,4,6	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-41	Nov 6,8,9	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

MICROSOFT ACCESS 97 – #2 – Advanced Queries and Power Table Use

Learn how to create more advanced queries and how to link and unlink a table, create lookup tables and enter graphics into field. (Textbook included).

Prerequisite: Completion of Introduction to Microsoft Access 97 class or have prior experience in Microsoft Access.

002-COM-42	Aug 14,16,17	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-43	Oct 16,18,20	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-44	Nov 13,15,17	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

MICROSOFT ACCESS 97 – #3 – Customizing Forms & Report Formatting

Learn to customize your forms and to create multi-table reports, use graphics in reports, create autoformat entries and learn to group data. (Textbook included).

Prerequisite: Completion of Microsoft Access 97 – 1 and 2 classes.

002-COM-45	Aug 21,23,25	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-46	Oct 23,25,27	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-47	Nov 20,21,22	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

INTRODUCTION TO MICROSOFT POWERPOINT 97

PowerPoint 97 is a popular presentation software used to create professional-looking slides, overhead transparencies, and electronic presentations. Topics include selecting a design template, changing font style, saving a presentation, putting together an electronic slide show, spell checking, style checking, printing, using the Help feature, inserting clip art, adding animation and slide transition effects, and running an animated slide show. (Textbook included).

Prerequisite: Completion of Introduction to Windows 95 class or have prior experience in Windows 95.

002-COM-48	Jul 31	8:00a-3:00p	\$80.00-HaCC	Hi HaCCclc
002-COM-49	Aug 8, 10	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-50	Oct 3,5	8:00a-11:00a	\$80.00-HaCC	Hi HaCCclc
003-COM-51	Nov 28,30	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-52	Dec 4,6	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

INTERNET BASICS

You will be guided through the basics of getting on the information highway. This class will introduce you to Netscape Navigator to browse the World Wide Web. Learn about bookmarks, searching the web by topics and electronic mail. Find out what sources of information is available to you and how to use them to your advantage.

Prerequisite: Completion of Introduction to Windows 95 class or have prior experience in Windows 95.

002-COM-53	Aug 4	8:00a-3:00p	\$60.00-HaCC	Hi HaCCclc
003-COM-54	Sep 20, 21	1:00p-4:00p	\$60.00-HaCC	Hi HaCCclc
003-COM-55	Nov 6,8	8:00a-11:00a	\$60.00-HaCC	Hi HaCCclc
003-COM-56	Dec 19,21	1:00p-4:00p	\$60.00-HaCC	Hi HaCCclc

HOW TO CREATE A WEB PAGE

Learn to create your own home page by studying the basic command and tools for Web Page designs.

Prerequisite: Completion of Introduction to Windows 95 class or have prior experience in Windows 95.

	Jul 3,5,6	2:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
002-COM-57	Aug 7,9	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc
003-COM-58	Dec 5,7	1:00p-4:00p	\$80.00-HaCC	Hi HaCCclc

BASICS – OUTLOOK EMAIL

Learn how to access your account from anywhere, communicate with clients, send and retrieve attachments, set up an address book and create/edit mailing lists.

002-COM-59	July 14	3:00p-4:00p	\$15.00-HaCC	Hi HaCCclc
002-COM-60	Aug 11	1:00p-2:00p	\$15.00-HaCC	Hi HaCCclc
003-COM-62	Sep 29	1:00p-2:00p	\$15.00-HaCC	Hi HaCCclc
003-COM-63	Dec 8	1:00p-2:00p	\$15.00-HaCC	Hi HaCCclc

EMAIL BASICS - EUDORA

002-COM-64	July 21	3:00p-4:00p	\$15.00-HaCC	Hi HaCCclc
003-COM-65	Sep 1	1:00p-2:00p	\$15.00-HaCC	Hi HaCCclc
003-COM-66	Oct 13	1:00p-2:00p	\$15.00-HaCC	Hi HaCCclc

INDIVIDUAL / INTERPERSONAL DEVELOPMENT

DEALING WITH HOSTILE PEOPLE (NONVIOLENT CRISIS INTERVENTION)

This two-day training is designed to provide for the best possible care and welfare of assaultive, disruptive or out-of-control individuals, even during the most violent moments. Learn useful nonverbal techniques, physical control and restraint techniques and therapeutic postvention techniques to be implemented after acting-out behavior has occurred.

002-DHP-01	Aug 21, 22	7:30- 4:00p	\$204.00-HaCC	HI HMC
003-DHP-01	Sept 25, 26	7:30- 4:00p	\$204.00-HaCC	HI HMC
003-DHP-02	Oct 30, 31	7:30-4:00 p	\$204.00-HaCC	HI HMC
003-DHP-03	Nov 20, 21	7:30-4:00 p	\$204.00-HaCC	HI HMC
003-DHP-04	Dec 11, 12	7:30-4:00 p	\$204.00-HaCC	HI HMC

DELIVERING QUALITY CUSTOMER SERVICE

Quality customer service begins with an attitude. People who project a positive attitude about themselves, their jobs, and their job skills are the most successful in dealing with customers. This workshop discusses how to project a positive attitude and shows participants through discussion and practice, the techniques necessary for successful customer service.

003-QCS-01	Sept 29	8:30a-4:00p	\$99.00-HaCC	HI HaCC
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CONFLICT RESOLUTION

When conflict, misunderstandings and communication breakdowns occur, we all end up feeling frustrated. The key to collaboration lies in understanding why people act the way they do. Learn how to assess personality types to gain insight into your own and others' behaviors, how to deal with anger and hostility, and how to find the middle ground so compromise and collaboration can occur.

003-CON-01	Oct 3 & 5	12:30-4:30p	\$99.00-HaCC	HI HaCC
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DEALING WITH DIFFERENT PEOPLE

This class will help you to understand how differences in people may cause difficulties. It will help you to recognize behavioral styles and provide you with insight on how you can work more effectively with people to accomplish common goals and maintain harmony in the workplace.

003-PPL-01	Oct 6	8:30a-4:00p	\$99.00-HaCC	HI HaCC
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EFFECTIVE LETTERS & MEMOS

Writing letters and memos that get results. This workshop will help you design and organize written messages that are clear, concise and accurate.

003-LTR-01	Nov 3	8:30- 4:00p	\$99.00-HaCC	HI HaCC
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COMMUNICATING AT WORK

Discover the basic principles and practice the basic skills of good interpersonal communication. Learn how to build trust, listen with empathy, resolve conflicts and sell your ideas to others.

003-CAW-01	Nov 3	8:30- 12N	\$59.00-HaCC	HI HaCC
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SUPERVISORY / MANAGEMENT

COACHING EMPLOYEES FOR SUCCESS

Successful coaching involves collaboration between the supervisor and the employee. This session will help Increase productivity through coaching. The class presents techniques for developing clear expectations, giving rewards, providing routine reinforcements and correcting negative behavior without causing ill feelings.

003-COA-01	Oct 13	8:30a-4:00p	\$99.00-HaCC	HI HaCC
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VEHICLE SAFETY

DEFENSIVE DRIVING COURSE

Certified by the National Safety Council, participants are informed of road, traffic, and other driving hazards; how to recognize and cope and minimize the severity of accidents. Participant receives a Certificate of Completion from the National Safety Council. For employees who drive in the performance of duty.

Note: Minimum of 12 participants required for class.

HIDDC00	By Appt	8:00-4:00p	\$55.00-LCC	HI ArmRCtr
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DRIVER IMPROVEMENT PROGRAM

Course covers HRS requirements for departments with Type 4 and CDL drivers and trains drivers to be cognizant of pre-trip inspection, operational systems (e.g. transmission, air brakes, accident prevention, safe driving techniques, distribution of load, and serves to increase equipment availability.

Prerequisites: Participants should possess a valid type 4 or CDL driver license.

HIDIP1000	Oct 5	8:00-4:00p	\$60.00-LCC	HI ArmRCtr
HIDIP1200	Dec 7	8:00-4:00p	\$60.00-LCC	HI ArmRCtr

FORKLIFT TRAINING

Training and certification of lift truck operators which meets HIOSH/DOSII requirements. Subjects include: physical requirements, driving skills, safe operation, vehicle inspection, cargo distribution, lift and stack, etc. Participants are required to satisfactorily complete practical driving test on skills course.

Note: Leeward Community College Certificate of Completion issued. Minimum of six (6) participants are required. (Neighbor islands by appointment only – forklift provided by requestor.)

HIFKL00	By Appt	By Appt	\$60.00-LCC	Requestor site
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BIG ISLAND – KONA

Reminder: Register with your departmental personnel office.

COMPUTER

INTRODUCTION TO PERSONAL COMPUTERS

If you have had little or no prior experience with personal computers, this course is for you. Hardware basics and computer concepts will be presented in a hands-on format. Learn essential operational skills such as creating, saving and retrieving files.

002-PCK-19	July 10,11,12,13	10:20-12:20p	\$100.00-HaCC	Ko SDC
002-PCK-20	Aug 21,22,23,24	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-01	Oct 2,3,4,5	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-02	Nov 13,14,15,16	10:20-12:20p	\$100.00-HaCC	Ko SDC

INTRODUCTION TO WINDOWS 95

Whether you are new to Windows or are experienced with earlier versions of Windows, you will find this course helpful if you have Windows 95 installed on your computer. Learn to start and exit programs; open and close document windows; use menus, toolbars and dialog boxes and move and resize windows.

Prerequisite: Completion of Introduction to Personal Computers class or be able to demonstrate a basic computer literacy including using the mouse.

002-PCK-21	July 17,18,19,20	10:20-12:20p	\$100.00-HaCC	Ko SDC
002-PCK-22	Aug 28,29,30,31	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-03	Oct 9,10,11,12	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-04	Nov 20,21,22,24	10:20-12:20p	\$100.00-HaCC	Ko SDC

INTRODUCTION TO MICROSOFT WORD

This course will teach you the basic techniques and skills for using Microsoft Word for windows in the Office 97 Suite. Learn everything you need to get started in word processing; how to create and edit documents, format paragraphs, work with the toolbar, use Auto Text and Auto Correct, and print documents. Learn timesaving techniques of using the mouse and keyboard shortcuts.

Prerequisite: Completion of Introduction to Windows 95 class and have a basic understanding of the Windows 95 operating system. It is impossible to master the skills of Microsoft Word without a practical working knowledge of the Windows 95 environment.

002-PCK-23	July 24,25,26,27	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-05	Sept 5,6,7,8	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-06	Oct 16, 17, 18, 19	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-07	Nov 27,28,29,30	10:20-12:20p	\$100.00-HaCC	Ko SDC

INTERMEDIATE MICROSOFT WORD

Creating form letters, contracts and other documents that can be automated by combining them with mailing lists, client information, etc. Every business and professional person can make use of this great word processing feature.

Prerequisite: Completion of Introduction to Microsoft Word class or have prior experience using any version of Microsoft Word.

003-PCK-08	Sept 18,19,20,21	10:20-12:20p	\$100.00-HaCC	Ko SDC
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INTRODUCTION TO EXCEL

This course will teach you the basic techniques and skills for using Microsoft Excel, technically the best spreadsheet software around. You will learn how to create an electronic spreadsheet including how to insert and edit numbers, text formulas, and how to use the menus and toolbars to issue basic formatting commands, open, save and print documents. Find out how Excel can make your life easier and more efficient.

Prerequisite: Completion of Introduction to Windows 95 class and have a basic understanding of the Windows 95 operating system. It is impossible to master the skills of Microsoft Excel without a practical working knowledge of the Windows 95 environment.

002-PCK-24	July 31,Aug 1,2,3	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-09	Sept 11,12,13,14	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-10	Oct 23,24,25,26	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-11	Dec 4,5,6,7	10:20-12:20p	\$100.00-HaCC	Ko SDC

INTERMEDIATE EXCEL

Discover how to create charts and graphs, templates, link workbooks and much more!

Prerequisite: Completion of Introduction to Excel class or have previous Microsoft Excel experience.

002-PCK-25	Aug 7,8,9,10	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-12	Oct 30,31,Nov 1,2	10:20-12:20p	\$100.00-HaCC	Ko SDC

FILE AND DISK MANAGEMENT IN WINDOWS 95

Use My Computer and Explorer to find, rename, copy, move and remove files and folders. Learn how to scan and defragment disks as well as how to backup files.

Prerequisite: Completion of Introduction to Windows 95 class and have a basic understanding of the Windows 95 operating system. It is impossible to master the skills of File & Disk Management without a practical working knowledge of the Windows 95 environment.

002-PCK-26	July 3,5,6,7	10:20-12:20p	\$100.00-HaCC	Ko SDC
002-PCK-27	Aug 14,15,16,17	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-13	Sept 25,26,27,28	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-14	Nov 6,8,9,10	10:20-12:20p	\$100.00-HaCC	Ko SDC
003-PCK-15	Dec 11,12,13,14	10:20-12:20p	\$100.00-HaCC	Ko SDC

INDIVIDUAL / INTERPERSONAL DEVELOPMENT

ETHICS FOR STATE EMPLOYEES (register directly with the Ethics Commission)

This workshop is a general overview of the State Ethics Code with emphasis on the functions, particularly the advisory opinion process and the handling of complaints. Participants will discuss hypothetical cases. The commission's staff attorneys conduct the workshop.

Ses 3	Sept 12	9:00-12N	\$0.00-EC	Ko AirP TR
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VEHICLE SAFETY

DEFENSIVE DRIVING COURSE

Certified by the National Safety Council, participants are informed of road, traffic, and other driving hazards; how to recognize and cope and minimize the severity of accidents. Participant receives a Certificate of Completion from the National Safety Council. For employees who drive in the performance of duty.

Note: Minimum of 12 participants required for class..

KODDC00	By Appt	8:00-4:00p	\$55.00-LCC	Ko AirP TR
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DRIVER IMPROVEMENT PROGRAM

Course covers HRS requirements for departments with Type 4 and CDL drivers and trains drivers to be cognizant of pre-trip inspection, operational systems (e.g. transmission, air brakes, accident prevention, safe driving techniques, distribution of load, and serves to increase equipment availability.

Prerequisites: Participants should possess a valid type 4 or CDL driver license.

KODIP800	Aug 03	8:00-4:00p	\$60.00-LCC	Ko AirP TR
KODIP1000	Oct 05	8:00-4:00p	\$60.00-LCC	Ko AirP TR

FORKLIFT TRAINING

Training and certification of lift truck operators which meets HIOSH/DOSII requirements. Subjects include: physical requirements, driving skills, safe operation, vehicle inspection, cargo distribution, lift and stack, etc. Participants are required to satisfactorily complete practical driving test on skills course.

Note: Leeward Community College Certificate of Completion issued. Minimum of six (6) participants are required. (Neighbor islands by appointment only – forklift provided by requestor.)

KOFKL00	By Appt	By Appt	\$60.00-LCC	Requestor site
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KAUAI

REMINDER: register with your departmental personnel office

COMPUTER

COMPUTERS MADE EASY

This is an introductory course of computers teaching fundamental basics to help make computing easy and less frightening. Skills to be learned include: historical perspective; computer applications; use of the mouse; and changing the date; exploring the start menu; rebooting the computer, hardware overview; CPU basics; ROM & RAM; hard disk capacity; use of a floppy disk; Microsoft diagnostics.

Prerequisites: none

00F-C101	Computers EZ	M	9/11	8:30-11:30a	\$40.00	KaKacc OCET
00F-C102	Computers EZ	M	10/9	8:30-11:30a	\$40.00	KaKacc OCET
00F-C104	Computers EZ	M	12/4	8:30-11:30a	\$40.00	KaKacc OCET

WINDOWS LEVEL I

Windows Level 1 is for the user who is new to computers and the Windows environment. Topics will include: elements of a window; starting Windows; exploring your computer; moving and resizing a window; working with Windows applications; managing your files; modifying system settings; creating graphics; displaying quick views; creating and using shortcuts; using the Help menu; and shutting down Windows.

Prerequisites: Computers Made Easy (or equivalent)

00F-C111	Windows 1	T/TH	9/5 & 9/7	8:30-11:30a	\$80.00	KaKacc OCET
00F-C114	Windows 1	T/TH	9/19 & 9/21	1:00-4:00p	\$80.00	KaKacc OCET
00F-C116	Windows 1	T/TH	10/3 & 10/5	8:30-11:30a	\$80.00	KaKacc OCET
00F-C117	Windows 1	T/TH	10/24 & 10/26	1:00-4:00p	\$80.00	KaKacc OCET
00F-C118	Windows 1	M/W	11/6 & 11/8	8:30-11:30a	\$80.00	KaKacc OCET

WINDOWS LEVEL II

Windows Level II will teach you how to use the Windows operating environment to its full advantage. You will improve your skills in: working in the Windows Explorer; working with Windows applications; performing disk & file management operations; exploring print features; sharing data between applications; locating a file; switching to MS-DOS; associating a file type with an application; creating a new document on the desktop; and adding a program to the startup folder; review utility options in the control panel.

Prerequisites: Windows Level I (or equivalent)

00F-C131	Windows 2	W/F	10/4 & 10/6	8:30-11:30a	\$80.00	KaKacc OCET
00F-C132	Windows 2	TH	11/9	8:30a-3:30p	\$80.00	KaKacc OCET

WORD LEVEL I

Word for Windows Level I will teach you the basic techniques and skills for using Microsoft Word for Windows. You will learn: starting Word; using the menu system and toolbars; exiting from Word; creating a document; editing a document; inserting the current date; inserting and deleting text; attributes; applying a new font and font size; indenting a paragraph; creating a numbered/bulleted list; changing the document view; setting the margins; setting and clearing tabs; resetting the line spacing; inserting a hard page break; creating a multiple page document; using the spelling and grammar checker; and using the thesaurus and auto-correct dictionary.

Prerequisite: Windows (or equivalent)

00F-C142	Word 1	M	9/18	8:30a-3:30p	\$80.00	KaKacc OCET
00F-C145	Word 1	W/F	10/11 & 10/13	8:30a-11:30a	\$80.00	KaKacc OCET
00F-C148	Word 1	W/F	11/15 & 11/17	8:30-11:30a	\$80.00	KaKacc OCET
00F-C149	Word 1	T/TH	11/28 & 11/30	1:00-4:00p	\$80.00	KaKacc OCET

WORD LEVEL II

Word Level II for Windows is designed for those who want to add to their word processing skills in: finding and replacing specific text in a document; setting up a table; copying text within the same document; copying text from one document to another; producing a report; using auto text; working with charts and pictures; using Word Internet features; and performing a basic mail merge.

Prerequisite: Windows (or equivalent)

00F-C172	Word 2	M	9/25	8:30a-3:30p	\$80.00	KaKacc OCET
00F-C173	Word 2	W/F	10/25 & 10/27	8:30-11:30a	\$80.00	KaKacc OCET
00F-C176	Word 2	T	11/21	8:30a-3:30p	\$80.00	KaKacc OCET

WORD LEVEL III

Word for Windows Level III is a course for people who are fluent in word processing tasks but want to learn more advanced functions. We will teach students: advanced mail merge techniques; additional table techniques; working with multiple sections; using auto format; setting up multiple column documents; using styles and templates; using advanced report techniques; and using Word's drawing tools.

Prerequisite: Word for Windows Level II (or equivalent)

00F-C191	Word 3	M	10/30	8:30-3:30p	\$80.00	KaKacc OCET
00F-C192	Word 3	M	11/27	8:30-3:30p	\$80.00	KaKacc OCET

EXCEL LEVEL I

Excel Level I is designed to introduce the beginning student to the concept of electronic spreadsheets and acquaint them with basic tools. Students will create a new spreadsheet, modify an existing spreadsheet and learn to enhance the appearance of their work for display and printed reports. The auto-fill feature will be introduced as well as various formula functions such as SUM, AVERAGE, COUNT, MIN and MAX.

Prerequisites: Windows (or equivalent)

00F-C201	Excel 1	T/TH	9/12 & 9/14	8:30 11:30a	\$80.00	KaKacc OCET
00F-C204	Excel 1	T/TH	9/26 & 9/28	1:00-4:00p	\$80.00	KaKacc OCET
00F-C205	Excel 1	M	10/2	8:30a-3:30p	\$80.00	KaKacc OCET
00F-C207	Excel 1	T/TH	10/17 & 10/19	8:30-11:30a	\$80.00	KaKacc OCET
00F-C211	Excel 1	T/TH	11/14 & 11/16	1:00-4:00p	\$80.00	KaKacc OCET
00F-C213	Excel 1	W/F	11/29 & 12/1	8:30-11:30a	\$80.00	KaKacc OCET

EXCEL LEVEL II

Excel Level II will review basic formula functions and introduce the Absolute Reference function. Intermediate editing and formatting techniques will be incorporated. The Financial Functions PMT and FV will be discussed along with the IF function. Students will learn to use the Chart Wizard to create a chart and graph their data. Chart enhancements techniques will be covered. Students will work with multiple worksheets within a workbook and learn to link data and enter formulas into a linked workbook.

Prerequisites: Excel for Windows Level I

00F-C232	Excel 2	T/TH	10/3 & 10/5	1:00-4:00p	\$80.00	KaKacc OCET
00F-C234	Excel 2	M	10/23	8:30-3:30p	\$80.00	KaKacc OCET
00F-C235	Excel 2	M	11/13	8:30-3:30p	\$80.00	KaKacc OCET

EXCEL LEVEL III

Excel Level III introduced advanced functions such as data validation, auditing tools and conditional formatting and defining data ranges. Students will use the VLOOKUP function and work with Templates. Students will learn about working with Multiple Workbooks and linking data between various workbooks. The Powerful Database Capabilities of Excel are explored such as sorting, sorting multiple fields, filtering data and totaling database records. Advanced tools such as creating a Pivot Table working with Goal Seeking and Scenarios will be covered.

Prerequisites: Excel for Windows Level II (or equivalent)

00F-C251	Excel 3	T/TH	10/24 & 10/26	8:30-11:30a	\$80.00	KaKacc OCET
00F-C252	Excel 3	M/W	11/20 & 11/22	8:30-11:30a	\$80.00	KaKacc OCET

ACCESS LEVEL I

Access Level I will introduce the student to the concept of Database Management. Students will discuss fundamentals of database design and learn to work with the primary components of Access such as Table, Form, Query and Reports in both the Design and Data Views. Students will learn to modify an existing database and will create a new database from scratch. The course will discuss importing of data into an Access Database. note: This course will work with individual tables in a non-relational fashion.

Prerequisites: Students should have a good understanding of computer operations and be familiar with Excel or equivalent program.

00F-C261	Access 1	T/TH	10/10 & 10/12	8:30-11:30a	\$80.00	KaKacc OCET
00F-C263	Access 1	T/TH	11/14 & 11/16	8:30-11:30a	\$80.00	KaKacc OCET

ACCESS LEVEL II

Access Level II will review basic Access functions and intermediate table modifications such as setting defaults, required fields and data validation. The “Relational” aspects of Access will be introduced and students will link multiple tables. Custom Forms, Queries and Reports will be generated using intermediate Access features such as combination boxes, list boxes and command functions.

Prerequisite: This is an intermediate level course and students must have completed Access Level I or have equivalent experience in a database environment.

00F-C266	Access 2	T/TH	12/5 & 12/7	1:00-4:00p	\$80.00	KaKacc OCET
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POWERPOINT LEVEL I

PowerPoint is a program that will allow you create your own Presentations, Handouts or 35 mm Slides for a professional presentation with minimal effort. No prior experience is necessary. Just be prepared to learn and have fun. Students will learn to create a new presentation using Slide, Outline, Slide Sorter and Speaker Notes Views. The course will cover using design layouts and templates which are provided by the system, altering a slide and adding charts, graphs, clip art and word art to your presentation. Special slide transition effects and individual slide effects with sound will be used. Tips for making an effective presentation and interfacing to display devices will be covered.

Prerequisites: Windows (or equivalent)

00F-C282	Power point	T/TH	10/17 & 10/19	1:00-4:00p	\$80.00	KaKacc OCET
00F-C283	Power Point	W/F	12/6 & 12/8	8:30-11:30a	\$80.00	KaKacc OCET

DO YOU YAHOO? GETTING THE MOST OUT OF THE WEB

There are a million things you can do on the Internet. In this fast paced, hands-on class we will explore some of the more fun, interesting and useful Web sites including Yahoo, Excite, eBay and more. Learn how to locate just about anybody from knowing their name, address or phone number. Use a search engine that searches for pictures rather than words. Create your won personal Web based e-mail address, calendar, address book, and to-to list you can access from anywhere in the world. You will find out how to send electronic greeting cards and create “reminders” for yourself of important dates, and all via the Internet. It’s time to catch the wave and surf!

Prerequisites: Familiarity with operating a computer and basic Internet browsing.

00F-C351	Yahoo	T/TH	9/19 & 9/21	8:30-11:30a	\$80.00	KaKacc OCET
00F-C352	Yahoo	W/F	10/18 & 10/20	8:30-11:30a	\$80.00	KaKacc OCET
00F-C353	Yahoo	T/TH	11/28 & 11/30	8:30-11:30a	\$80.00	KaKacc OCET

INTERNET SKILLS I

More and more businesses & government agencies are migrating to the use of the Internet to attract clients. Interact with suppliers and other businesses and to sell products. This high tech demand is creating new job markets for Webmasters and Internet Support Agents who can design, implement and manage the Web and E-mail resources for a company or department. This course will introduce the computer and clerical skills needed to become an Internet Support Agent and will explore where this exciting new industry is headed. Topics to be covered in this overview include; the ins and outs of e-mail; Web based office calendaring, to-do lists, and notes; basic Web page design and layout; e-commerce concepts; techniques for expanding a company's Web page visibility and availability; and differences between a Webmaster and an Internet Support Agent, including salary, education and workload expectations. We will then finish with a discussion of a typical day in the life of an effective Webmaster or Internet Support Agent.

Prerequisites: Working knowledge of computers, the Windows operating system, word processing, Internet browsers (Netscape or Internet Explorer), and e-mail; or approval of the instructor.

00F-C371	Internet Skills	T/W/TH	9/26,9/27,9/28	8:30-11:30a	\$120.00	KaKacc OCET
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UNDERSTANDING COMPUTER EQUIPMENT SPECIFICATIONS

For anyone looking to buy a digital camera, color printer, scanner, upgraded monitor, or other computer related device, this course is for you. Designed to help make sense out of complicated equipment, specifications, you will learn what's important and what to ignore when shopping for electronics. You will be shown a quick and easy matrix planning technique that you can use to match your needs with the most important features before you buy. Cut through the clutter and get to the point. Bring your wish list with you!

00F-C381	Equip Spec's	M	9/11	1:00-4:00p	\$40.00	KaKacc OCET
00F-C382	Equip Spec's	M	10/9	1:00-4:00p	\$40.00	KaKacc OCET
00F-C383	Equip Spec's	M	11/20	1:00-4:00p	\$40.00	KaKacc OCET

PRACTICAL APPLICATIONS UTILIZING WORD PROCESSING SKILLS

The following class is specifically designed to give practical, real life examples, which put word processing into actual use. The principles covered are applicable to a variety of word processing programs, although Microsoft Word 2000 will be used in the course. Specific skills to be covered are: Generate an effective business or marketing letter; Create a flyer using borders, multiple fonts and general layout techniques; Learn fast easy ways to create menus, in-house; Develop a marketing or information brochure, bi-fold or tri-fold, to be used on plain or preprinted forms.

00F-C451	Pract Word	T	10/10	1:00-4:00p	\$40.00	KaKacc OCET
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SHORT TERM, SPECIFIC SKILLS USING MICROSOFT WORD 2000:

Refresh, Review or learn a Quick topic you can use today. Prerequisite for these quick classes is completion of Microsoft Word 2000, or comparable hands-on experience.

MS Word 2000: Tables Learn how to create and use Tables

00F-C452	Tables	F	11/3	8:30-10:00a	\$25.00	KaKacc OCET
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MS Word 2000: Desktop Publishing Learning how to add callouts, drop capital letters, pull quotes, flow text in columns, write text sideways, and add art, borders and watermarks.

00F-C453	Publishing	T	12/5	8:30-10:00a	\$25.00	KaKacc OCET
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MS Word 2000: Merged Documents Personalize a form letter. Topics include mailing labels, envelopes and fax documents.

00F-C454	Merge	F	11/3	10:30-12:00n	\$25.00	KaKacc OCET
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PRACTICAL APPLICATIONS UTILIZING EXCEL SPREADSHEET SKILLS

The following class is designed to give some practical, real life examples, putting spreadsheet applications into actual use. The principles covered are applicable to a variety of spreadsheet programs, although Microsoft Excel 2000 will be the program used in the course. The specific spreadsheet skills to be covered will help you create a cash flow worksheet for your personal finances, give you skills to use spreadsheet to create employee schedules or track your own time. You will learn skills to develop a system to compile and analyze data. Participants are encouraged to bring an actual project to the class.

00F-C461	Prac Excel	TH	10/12	1:00-4:00p	\$40.00	KaKacc OCET
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SHORT TERM, SPECIFICS SKILLS USING MICROSOFT EXCEL 2000:

Refresh, review or learn a quick topic you can use today. A prerequisite for these quick classes is completion of MS Excel 2000, or comparable hands-on experience.

MS Excel 2000: Charts Learn to create impressive chars with color or patterns.

00F-C462	Charts	W	11/1	8:30-10:00a	\$25.00	KaKacc OCET
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00F-C463	Charts	T	12/5	10:30-12:00n	\$25.00	KaKacc OCET
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MS Excel 2000: Graphics Learn how to insert art as well as draw lines and arrows.

00F-C464	Graphics	W	11/1	10:30-12:00n	\$25.00	KaKacc OCET
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INTERNET AND WEB RESEARCH LEVEL I

Participants will learn how to log into WebREsearch TM, will become familiar with Search Tabs, Quardrants and toolbar Buttons. Students will learn and practice basic MLS searces and TMK searches. You will then learn to combine, MLS & TMK fields and learn to utilize links. Then you will be able to print your new report and research.

00F-C501	Research I	M	10/16	9:00-11:00a	\$30.00	KaKacc OCET
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00F-C502	Research I	M	12/11	9:00-11:00a	\$30.00	KaKacc OCET
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INTERNET AND WEB RESEARCH LEVEL II

The student will learn CMA search and formatting and how to update files. You will learn how to do custom searches and formatting and how to utilize separate quadrants. You will also learn to combine formats. Create mailing labels, how to copy and past as well as how to do e-mail from WebREsearch.

00F-C511	Research II	M	10/16	12:00-2:00p	\$30.00	KaKacc OCET
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00F-C512	Research II	M	12/11	12:00-2:00p	\$30.00	KaKacc OCET
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INTERNET AND WEB RESEARCH LEVEL III

This session will teach you how to search, view and print GIS and tax maps. You will learn how to zoom in and out as well as being able to change maps appearances and redrawing. You will be able to copy and paste maps and photos to fliers and brochures.

00F-C521	Research III	M	10/16	2:00-4:00p	\$30.00	KaKacc OCET
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00F-C522	Research III	M	12/11	2:00-4:00p	\$30.00	KaKacc OCET
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INDIVIDUAL / INTERPERSONAL DEVELOPMENT

WRITING FITNESS

Anyone who earns a living at a desk knows how important it is to have good writing skills. The ability to write clear, concise memos and reports can get you promoted to a better job, while poor writing wastes time and costs money. This course will help you develop the business writing skills you need to succeed. The exercises are designed for busy people who want to write better reports, letters, and memos. The class explains how to slim down sentences to make the meaning clearer. It shows how to choose stronger words. Writing Fitness can help anyone learn to write a clear, concise memo, persuasive letter, or well-organized report.

00F-B201	Writing Fitness	M	9/25	8:00-4:00p	\$89.00	KaKacc OCET
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TIME MANAGEMENT/LIFE MANAGEMENT

Shorter deadlines, competing priorities, endless meetings, interruptions and ever-higher quality expectations are just some of today's time challenges. Yet, the number of hours of the day remains the same. Are you living from crisis to crisis without taking time to follow your dreams? Learn how to put life in perspective and solve your time management dilemmas by practicing the practical, everyday skills revealed in this hands-on workshop..

00F-B202	Time Mgmt	M	10/9	8:00-4:00p	\$89.00	KaKacc OCET
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PREVENTING VIOLENCE

This module uses discussions, group activities and exercises to give participants an understanding of how violence is nurtured through mis-management of workplace conflicts and hostility. By opening the right doors of respect for people, attendees learn ways to diffuse conflicts and prevent discord from spiraling into violence in the workplace.

00F-B213	Prev Violence	TH	10/19	8:00-4:00p	\$89.00	KaKacc OCET
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STRESS MANAGEMENT

Work stress is the number one villain in destroying an otherwise successful career or home. Our lifestyles are killing us. When our habits make us sick, our companies pick up the bills. Stress-related problems and mental anxieties cost organizations billions of dollars in health insurance, disability claims, lost productivity and absenteeism. With this course, you will learn to overcome the fear of failure, keep enthusiasm when you hit a setback, to breakthrough self-imposed limitations, deal with conflict in the office and in the home and to rejuvenate your body and mind.

00F-B215	Stress Mgmt	TH	11/16	8:00-4:00p	\$89.00	KaKacc OCET
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ANGER MANAGEMENT

This workshop will discuss the following topics: the nature of anger, its causes and triggers; the cycle of anger: the process; personal anger behaviors; consequences of anger; personal responsibility; breaking the cycle; anger management techniques, self-esteem & anger: understanding the connection; conflict resolution skills; and personal anger management plan.

00F-B214	Anger Mgmt	TH	11/2	8:00-4:00p	\$89.00	KaKacc OCET
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CONFLICT RESOLUTION

Conflict occurs at many levels. Understanding the level at which the conflict exists is the first step to resolving an undesirable situation. This course will offer the participants an experiential opportunity to assess their individual styles under normal and conflict conditions. In addition, participants will receive practical ways in which conflicts can be resolved, diffused, or avoided.

00F-B212	Conflict Res	TH	10/5	8:00-4:00p	\$89.00	KaKacc OCET
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DEALING WITH DIFFICULT PEOPLE

Difficult people can be your biggest challenge to success on the job. The clue to working with these people is to understand them. This class will discuss different “problem types” and how to skillfully approach them to achieve results.

00F-B211	Difficult People	TH	9/21	8:00-4:00p	\$89.00	KaKacc OCET
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COMMUNICATE WITH CONFIDENCE, CLARITY AND CREDIBILITY

Communication is more than just speaking and listening – it’s looking at the whole process including what is being said and where, when, and how the message is being delivered. Learn how to create a supportive climate, build trusting relationships, and ask for what you need in a friendly non-threatening manner. Discover techniques of active listening to help you understand what people are really saying.

00F-B203	Communication	M	10/23	8:00-4:00p	\$89.00	KaKacc OCET
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NEGOTIATING SKILLS

Learn to develop effective win/win strategies of negotiation that will enhance your professionalism. Assess your negotiation style and determine your strengths and weaknesses then build your skills with useful tools for positive negotiations.

00F-B204	Negotiating Skills	M	11/27	8:00-4:00p	\$89.00	KaKacc OCET
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ETHICS FOR STATE EMPLOYEES (register directly with the Ethics Commission)

This workshop is a general overview of the State Ethics Code with emphasis on the functions, particularly the advisory opinion process and the handling of complaints. Participants will discuss hypothetical cases. The commission’s staff attorneys conduct the workshop.

Ses 2		T	8/1	9:00-12N	\$0 - EC	Ka DOAGRI
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SAFETY

Are there HAZARDOUS conditions or materials on your job-site or work place? Want to improve your safety record, bring your company into Federal and State regulation compliance, and improve performance and employee morale? Are you confused as to whether or not you are complying with safety regulations? Tired of sending personnel off-island for safety training? The following classes are designed to provide you with information to keep you in compliance with Federal and State rules, plus keep you and your employees safe. If you do not see a class that you need, contact Kauai CC's Office of Continuing Education & Training for something to fit your needs.

PERFORMING A JOB HAZARD ANALYSIS

Performing a job hazard analysis and presenting that information in a safety (tailboard) meeting this class is for decision makers, first line supervisors and working foreman. We can show you how to systematically identify work hazards, prioritize them and implement a plan for eliminating or working safely with the hazards. Class will concentrate on reasons and benefits of performing a Job Hazard Analysis (JHA) and how to develop JHA at your works site. Participants will also learn how to organize and present effective safety meetings. This training will not only help your safety record, but can also improve employee productivity.

00F-B141	JHA	T	10/24	8:00-12:00n	\$50.00	KaKacc OCET
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HAZWOPER FIRST RESPONDER

Awareness Level 1

This program provides compliance with 29 CFR 1919.120 and is targeted towards any employee who may have potential to encounter a release of a hazard substance. This full-day program will discuss Federal and Local HAZMAT Regulations and inform the trainee not only what to do if a spill or a release is encountered, but also what not to do. Successful completion of the 8-hour class can be credited for 8 hour of training for other HAZWOPER Levels and a certificate will be given.

00F-B142	HAZWOPER	Th	10/26	8:00-4:30p	\$125.00	KaKacc OCET
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HAZARDOUS COMMUNICATIONS

This class includes basic "Right-To-Know" information for personnel working at locations where hazardous materials are generated, stored, transported, or used. Students will learn classification and recognition of identification symbols and receive instructions for emergency response. If there are any hazardous materials at your workplace, someone must be responsible to communicate what to do if a crisis were to occur.

00F-B143	Haz Commun	T	10/31	8:00-12:00n	\$50.00	KaKacc OCET
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VEHICLE SAFETY

DEFENSIVE DRIVING COURSE

Certified by the National Safety Council, participants are informed of road, traffic, and other driving hazards; how to recognize and cope and minimize the severity of accidents. Participant receives a Certificate of Completion from the National Safety Council. For employees who drive in the performance of duty.

Note: Minimum of 12 participants required for class..

KADDC00	By Appt	8:00-4:00p	\$55.00-LCC	Ka SBCR
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DRIVER IMPROVEMENT PROGRAM

Course covers HRS requirements for departments with Type 4 and CDL drivers and trains drivers to be cognizant of pre-trip inspection, operational systems (e.g. transmission, air brakes, accident prevention, safe driving techniques, distribution of load, and serves to increase equipment availability.

Prerequisites: Participants should possess a valid type 4 or CDL driver license.

KADIP900	Sep 7	8:00-4:00p	\$60.00-LCC	Ka SBCR
KADIP1200	Dec 14	8:00-4:00p	\$60.00-LCC	Ka SBCR

FORKLIFT TRAINING

Training and certification of lift truck operators which meets HIOSH/DOSII requirements. Subjects include: physical requirements, driving skills, safe operation, vehicle inspection, cargo distribution, lift and stack, etc. Participants are required to satisfactorily complete practical driving test on skills course.

Note: Leeward Community College Certificate of Completion issued. Minimum of six (6) participants are required. (Neighbor islands by appointment only – forklift provided by requestor.)

KAFKL00	By Appt	By Appt	\$60.00-LCC	Requestor site
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MAUI COMMUNITY COLLEGE

Reminder: Register with your departmental personnel office

COMPUTER

BASIC COMPUTING SKILLS

Learn to use the computer at a friendly, easygoing pace. Topics include the basics of Personal Computers, Windows 95/98, Microsoft Word, and Excel. Special emphasis is given to improving keyboarding skills and gaining confidence in using the computer. Class time is allowed to practice subjects covered in the course. An ideal course for the computer novice.

Prerequisite: None.

00SC613	July 11-Aug 3	4Tu,4Th	8:30-11:30am	\$375.00-MaCC	MaMCCLau
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KEYBOARDING FOR SUCCESS

Need to learn to type in a hurry? In 12 short hours you can learn to be a touch typist or increase your existing skill by learning better typing techniques. Also pick up some tips on how to keep yourself safe from on the job repetitive stress injuries.

Prerequisite: None.

00SC616	July 11,13,18, 20		8:30-11:30am	\$175.00-MaCC	MaMCCLau
00SC617	Aug 7, 9, 14, 16		8:30-11:30am	\$175.00-MaCC	MaMCCLau

INTRODUCTION TO WINDOWS

An essential course for the user new to Windows. Topics include using the start button and task bar, creating shortcuts, managing the desktop, working with multiple windows, and much more. Learn how to find and manage documents, use the online help, and the recycle bin.

Prerequisite: Intro to PCs or some computer experience

00SC327	Aug 22, 24	Tu, Th	1:30-4:30pm	\$95.00-MaCC	MaMCCLau
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WINDOWS SETTINGS AND UTILITIES

Learn how to customize your work environment, optimize your system's settings, perform general maintenance and backup, troubleshoot common problems, install and uninstall hardware and software, and much more.

Prerequisite: Intro to Windows or equivalent experience.

00SC630	Aug 14, 16, 21		1:30-4:30pm	\$135.00-MaCC	MaMCCLau
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WORD - BASIC

Learn to use this powerful yet easy to use word processing program. Topics include Word's automatic features for correcting errors, formatting features such as margins, fonts, borders, page numbering, footnotes, headers and footers, and controlling page breaks. Learn to use tables, graphics, insert an Excel sheet in your document, create an organizational chart and more!

Prerequisite: Some experience with a word processor such as Word or WordPerfect.

00SC201	Aug 23, 25, 28, 30		1:30-4:30pm	\$185.00-MaCC	MaMCCLau
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WORD - ADVANCED

An in-depth look at Word's advanced features including templates and macros, forms, advanced merge features, creating hyperlinks, table of contents, and indexes in long documents, field codes. Topics also covered include tracking changes in documents, creating charts, using drawing tools and creating web pages.

Prerequisite: Word - Intermediate or equivalent experience.

00SC649	July 5, 7, 10, 12	1:30-4:30pm	\$185.00-MaCC	MaMCCLau
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INTRODUCTION TO SPREADSHEETS

Covers the basic concepts behind popular spreadsheet programs such as Excel, Quattro Pro, Lotus 1-2-3, or Microsoft Works. Learn what a spreadsheet can do and what sets a spreadsheet apart from a word processing or database management program. Gain hands-on experience in setting up a simple spreadsheet and learn the basic concepts behind planning a spreadsheet design and formula creation. For Windows or Mac Users. No experience necessary.

Prerequisite: None

00SC653	July 17 M	1:30-4:30pm	\$45.00-MaCC	MaMCCLau
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EXCEL - BASIC

Excel is the easy way to combine text, graphics, and numeric data! Topics include the basics of creating, editing, improving the appearance and printing Excel spreadsheets. Also covered are several statistical, financial and logical functions, basic list management, charting, developing a multiple-sheet workbook and linking spreadsheets with Microsoft Word documents.

Prerequisite: Introduction to Windows or equivalent experience and Introduction to Spreadsheets or some spreadsheet knowledge.

00SC660	July 19, 21, 24, 26	1:30-4:30pm	\$185.00-MaCC	MaMCCLau
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EXCEL - INTERMEDIATE

Explore the techniques needed to go beyond the basics of traditional spreadsheets! Expand your knowledge of charting, functions used to interpret and analyze data, and ways to consolidate information from multiple sheets and workbooks. Also covered are pivot tables, worksheet protection and validation features, using graphics and the Report Manager.

Prerequisite: Excel - Basic or equivalent experience.

00SC664	July 28, 31, Aug 2, 4	1:30-4:30pm	\$185.00-MaCC	MaMCCLau
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EXCEL - ADVANCED

Maximize your efficiency in Excel by learning to build forms, work with macros and templates. Use Goal Seek, Scenarios and Solver tools to make projections about your data. Explore more advanced functions and the Analysis ToolPak to analyze data. A discussion of program settings, customization, web features and add-ins are also presented. For experienced Excel users.

Prerequisite: Excel Intermediate or equiv. experience.

00SC668	Aug 7, 9, 11, 14	1:30-4:30pm	\$185.00-MaCC	MaMCCLau
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ACCESS - BASIC

An ideal introductory course on database management. Access is the powerful, yet easy to use way to store and retrieve any type of information. Topics include the basics of using an existing database, then advance to creating and using tables, forms, queries, and reports. Learn how to merge an Access table with a Word form letter, and how easy it is to create mailing labels with Access.

Prerequisite: Introduction to Windows or equivalent experience and basic word processing skills.

00SC373 July 11, 13, 18, 20 1:30-4:30pm \$185.00-MaCC MaMCCLau

ACCESS - INTERMEDIATE

Discover the power of Access for yourself! Learn how to create a relational database and how to create queries, forms and reports based on more than one table. You will also learn how to do calculations and use functions, set up data validation and formatting for more accurate and consistent data input, learn the basics of creating macros to automate your database, and much more!

Prerequisite: Access Level 1 or equivalent experience.

00SC676 July 25, 27, Aug 1, 3 1:30-4:30pm \$185.00-MaCC MaMCCLau

ACCESS - ADVANCED

Learn to utilize the full power of Access! In this class you will build on the concepts learned in the Level 2 class by learning when and how to create many to many relationships. Topics include how to change data in tables using update queries and a calculated expression, how to analyze and report data using Pivot Tables and experience MS Graph on a report. Learn the power of parameter queries and much more!

Prerequisite: Access Level 2 or equiv. experience.

00SC678 Aug 8, 10, 15, 17 1:30-4:30pm \$185.00-MaCC MaMCCLau

FILEMAKER PRO

Using a database to create labels and reports has never been easier. This class is an excellent place to start for those with no database experience. Topics include creating and editing database files, sorting and searching for items; building database systems using relationships; using value lists and repeating fields; creating new layouts using special formatting; and importing data.

Prerequisite: Intro. to Windows or equiv. experience.

00SC679 July 10, 12, 17, 19 8:30-11:30am \$195.00-MaCC MaMCCLau

POWER POINT

PowerPoint is used to create dynamic presentations on slides, overheads, transparencies, paper, or electronic multi-media. Topics include the basics of designing an electronic slide show, formatting text, using special effects, importing graphics, and more!

Prerequisite: Introduction to Windows or equivalent experience.

00SC683 Aug 23, 25, 28, 30 1:30-4:30pm \$195.00-MaCC MaMCCLau

INDIVIDUAL / INTERPERSONAL DEVELOPMENT

BUSINESS WRITING CLINIC

Learn to organize your thoughts and get positive results from your letters, memos, reports, and proposals by writing persuasively, clearly and powerfully. Break down the writing process into a few straightforward steps that will help you communicate your thoughts with clarity and ease! Learn appropriate formats and practical approaches to punctuation, paragraphing, proofreading, editing, and spelling.

(#00SV114PS) Aug 4 & 11 8:30 – 12:30 pm \$89.00-MaCC MaMCC Lau

READING POWER 2000

Practical, advanced reading strategies to save you time. Accelerated reading methods will increase your speed, comprehension and retention in both general and technical reading material. Using the whole brain approach to learning, the latest in brain and body research is explained and applied in the accelerated reading process. Your progress will be measured throughout the class.

(#00SV121PD) Aug 23 9:00 – 3:30 pm \$89.00-MaCC MaMCC Lau

PROJECT PLANNING

Why plan? Learn how to save 15 to 40% on resources. Create a “can do” team attitude with members becoming involved, committed, and successful as you transform your vision from thoughts, ideas, and dreams into physical, tangible, bankable forms. Discover the tools and language essential to planning with no restrictions or restraints as you learn to create and use end item lists, timelines, and charts. Develop outcomes, evidence procedures, and milestone events that make this process your own. On day 1 you will gain the tools and skills necessary to use on day 2. Leave well on your way to bringing your vision into reality.

(#00SV109MS) Aug 10 & 11 9:00 – 4:00pm \$159 –MaCC MaMCC Lau

OVERCOMING ROADBLOCKS TO GETTING THINGS DONE

Are you trying to cruise down the highway of productivity, only to be hindered by roadblocks?

- Is pack rat behavior robbing you of space and the ability to focus?
- Is procrastination keeping you from moving ahead?
- Are you overwhelmed by your ponderous workload?
- Do persistent bad habits have you in a rut?

This class offers tips and techniques to help you conquer clutter, put off procrastination, feel less overwhelmed, and develop new habits. It's time to clear those roadblocks and cruise down the superhighway of greater productivity!

(#00SV123PD) Aug 3 9 am – 1:00pm \$49-MaCC MaMCC Lau

HOW TO MANAGE TIME & GET THINGS DONE

At the end of the day do you feel like you've been busy but haven't accomplished anything? Would having more hours in the day solve the problem? Successful people are not necessarily the smartest or those who work the hardest — they simply know how to manage their time well. Identify your time management style, learn the five practical steps to effective time management, and begin to get things done. Class includes videos, worksheets, discussion, and examples.

(#00SV124PD) Aug 4 9:00 – 1:00 pm \$49-MaCC MaMCC Lau

DEVELOPING HIGHLY EFFECTIVE WORK TEAMS

If your company is working with innovation teams, you must attend this seminar! Innovate with CARE (Creators, Advancers, Refiners, and Executors) helps individuals identify their unique role and approach to innovation and teamwork. The innovation profile identifies four approaches to thinking and behavior: conceptual, spontaneous, normative, and methodical. This profile provides a personalized interpretation of each individual's natural innovation tendencies so they can collaborate with team members more effectively.

(#00SV106MS)

July 7

9 am – 4 pm \$99-MaCC

MaMCC Lau

GRAMMAR REVIEW

Brush up on your grammatical skills. Whether you are working in the business world and baffled by what is considered good usage, or just a lover of language who wants to perfect your communication skills . . . this course is for you. Learn about basic sentence structure, subject/verb agreement, fragments, run-ons, pronoun-antecedent agreement, words often confused, and much more. If you've ever wondered, "Is it who or whom?" . . . "Do I need to put a comma here?" . . . or "How can I make my writing more interesting?" . . . enroll today and wonder no more!

(#00SV115PS)

July 19 & 26

6–9 pm \$69 -MaCC

MaMCC Lau

PRESENTATION SKILLS FOR TODAY'S MARKET: CREATING AN ATTITUDE FOR SUCCESS

This one-day intensive seminar for new and experienced employees is designed to cultivate the confidence and skills necessary to greatly enhance your presentation skills while helping you overcome any barriers to success as a communicator. Whether you are a tour guide, salesperson, professional negotiator, educator, recruiter, or looking for work, this class will help you go beyond rapport and establish relationships that create the results you want. Explore your approach to communication, exposing attitudes and habits that could sabotage good communication. You'll be interviewed on camera in order to analyze your body language/movement, articulation, eye contact, and appearance. See yourself as others see you. Gain confidence and insight through articulation exercises for developing clear diction and personable style, team development sessions that encourage camaraderie and mutual support, simulated interviews with classmates, and exercises developed to help you think on your feet. You will gain greater self-confidence when talking to others, improved listening and comprehension skills, greater spontaneity and friendliness, and increased productivity and efficiency.

(#00SV116PS)

Aug 19

8:30 am – 3 pm

\$69-MaCC

MaMCC Lau

ACHIEVING PROFESSIONAL BALANCE: REDUCING STRESS

Today, stress is something most people feel in their daily lives. In fact, stress terminology is part of our popular vernacular: “I feel stressed out.” “My work is so stressful.” With the growing complexities of today’s world, many of us feel under increasing levels of stress, although we may or may not know why. If we do recognize our stressful issues, we want some answers about how to manage them.

It is important to control stress rather than letting it control you. Controlling, however, does not mean denying its existence. Denial creates the typical self-talk that says, “This isn’t a problem. I won’t let it bother me.” That may band-aid the symptoms for a short time, but it doesn’t handle the core problem.

Stress comes from all aspects of our lives: personal and professional situations and relationships. Learn to use a unique self-analysis tool, the coping and stress profile, built upon two important concepts:

1. The four areas of life (work, family, personal, and couple relationships) are interconnected.
2. Stress in one area of life (such as work) can create stress in another area (such as family). Coping resources in one area of life can help you cope with stress in another area. For example, a supportive spouse can help you cope with problems at work.

Come learn to handle your stress and achieve more balance in your life.

(#00SV118PD) July 20 9 am – 4 pm \$69 MaCC MaMCC Lau

HOW TO DELIVER EXCEPTIONAL CUSTOMER SERVICE

Did you know that 68% of customers “quit” a business because of indifference toward them by an employee? This class is designed for employers and employees. Learn the benefits of exceptional customer service and how it can help you retain and attract new customers. Discover techniques to deal with “hard-to-please” customers. Examine and practice the characteristics of exceptional service, and leave with action steps for improving your service approach.

(#00SV341CS) July 13 5 – 9 pm \$59 MaCC MaMCC Lau

ETHICS FOR STATE EMPLOYEES (register directly with the Ethics Commission)

This workshop is a general overview of the State Ethics Code with emphasis on the functions, particularly the advisory opinion process and the handling of complaints. Participants will discuss hypothetical cases. The commission’s staff attorneys conduct the workshop.

Ses 1 Jul 11 9:00 – 12 N \$0.00-EC Ma MemHosp

SUPERVISORY / MANAGEMENT

PRACTICAL SUPERVISION (PSUP)

This is a basic course aimed primarily at first-line supervisors. Its purpose is to provide supervisors with an understanding of their role and responsibilities as members of management and to build skills in certain areas critical to success on the job. The course consists of four modules: Becoming a Supervisor: Making the Transition; Safety: Keeping Employees Productive; Labor Relations: Building Respect at Work; and Training: Building Skills for Success.

Ses 2	Sep 27*	8-4 pm	\$50-HRD	Ma DOT Hwy
	Oct 4	8-12 N		Ma DOT Hwy
	Oct 11	8-4 pm		Ma DOT Hwy

NOTE: Although the course targets first-line supervisors, middle managers are welcome to participate if they have never attended such a program or if they feel the need for a refresher course. Attendance of this course will meet the mandate of the AD 92-02, Administrative Directive, July 21, 1992 on management training for new supervisors.

***For the Sep 27th afternoon session, participants are required to “teach a 15 minute” task. The task should represent what you would actually teach a subordinate. Participants should bring whatever supporting materials (forms, equipment, tools, etc.) necessary to demonstrate and teach the task. Some examples of tasks would be: 1) a nurse teaching how to take a patient’s vital signs; 2) an adult corrections officer teaching how to search an inmate; or 3) a secretary teaching how to prepare a statistical report.**

VEHICLE SAFETY

DEFENSIVE DRIVING COURSE

Certified by National Safety Council, participants are informed of road, traffic and other driving hazards; how to recognize and cope and minimize the severity of accidents. Participant receives a Certificate of Completion from the National Safety Council. For employees who drive in the performance of duty.

MADDC00	By Appt	8-4pm	\$55.00-LCC	Ma DOT Hwy
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DRIVER IMPROVEMENT PROGRAM

Course covers HRS requirements for departments with Type 4 and CDL drivers and trains drivers to be cognizant of pre-trip inspection, operational systems (e.g. transmission, air brakes, accident prevention, safe driving techniques, distribution of load, drug & alcohol liability, and serves to increase equipment availability.

Prerequisite(s): Participants should possess a valid type 4 or CDL driver license.

MADIP800	Aug 4	8-4pm	\$60.00-LCC	Ma DOT Hwy
MADIP1100	Nov 3	8-4pm	\$60.00-LCC	Ma DOT Hwy

FORKLIFT TRAINING

Training and certification of lift truck operators which meets HIOSH/DOSII requirements. Subjects include: physical requirements, driving skills, safe operation, vehicle inspection, cargo distribution, lift and stack, etc. Participants are required to satisfactorily complete practical driving test on skills course.

Note: Leeward Community College Certificate of Completion issued. Minimum of six (6) participants are required. (Neighbor islands by appointment only – forklift provided by requestor.)

MAFKL00	By Appt	By Appt	\$60.00-LCC	Requestor site
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MOLOKAI

Reminder: Register with your departmental personnel office.

ETHICS FOR STATE EMPLOYEES (register directly with the Ethics Commission)

This workshop is a general overview of the State Ethics Code with emphasis on the functions, particularly the advisory opinion process and the handling of complaints. Participants will discuss hypothetical cases. The commission's staff attorneys conduct the workshop.

Ses 4

Oct 24

9:00-12N

\$0.00-EC

Mo Kulana

OAHU

Reminder: Register with your departmental personnel office.

HEALTH AND WELLNESS

ADDRESSING SEXUAL HARASSMENT IN THE WORKPLACE (ASH)

Sexual harassment on the job is something we do not like to think about, yet it can and does happen. This course will help us to understand what behaviors constitute sexual harassment, what the individual and organization liabilities are and what to do should it happen at the worksite. Additional sessions may be scheduled depending on need. **Contact the instructor, Angie Kahle at 587-1065 for details.**

Ses 1	Sept 5	8:00-11:30a	\$0.00-HRD	Oa SB SOT rm 1403
Ses 2	Dec 15	8:00-11:30a	\$0.00-HRD	Oa SB SOT rm 1403

HIV/AIDS AWARENESS TRAINING (HIVN)

This training will provide information on the HIV/AIDS disease, discuss how the virus is transmitted, address individual fears and concerns, and ways to reduce risks on and off the job. Department of Health personnel conduct this training.

Ses 1	Oct 6	8:00-10:00a	\$0.00-HRD	Oa SB SOT rm 1403
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STRESS MANAGEMENT

Work stress is the number one villain in destroying an otherwise successful career or home. Our lifestyles are killing us. When our habits make us sick, our companies pick up the bills. Stress-related problems and mental anxieties cost organizations billions of dollars in health insurance, disability claims, lost productivity and absenteeism. With this course, you will learn to overcome the fear of failure, keep enthusiasm when you hit a setback, to breakthrough self-imposed limitations, deal with conflict in the office and in the home and to rejuvenate your body and mind.

003BMST155A	Nov 9	8:00-4:00p	\$50.00-KCC	Oa KCCmano 110
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INDIVIDUAL / INTERPERSONAL DEVELOPMENT

ANGER MANAGEMENT

This workshop will discuss the following topics: the nature of anger; its causes and triggers; the cycle of anger: the process; personal anger behaviors; consequences of anger; personal responsibility: breaking the cycle; anger management techniques; self-esteem & anger: understanding the connection; conflict resolution skills; and personal anger management plan.

003BMST115A	Sep 27, 29	8:00-12N	\$55.00-KCC	Oa KCCmano 110
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ASSERTIVENESS TRAINING

Unlike aggressive programs that ask you to make big jumps in the way you think, this class teaches you to take small steps that will have an enormous impact on your life. Neuro-Linguistic Programming (NLP) helps you break through the fears, which stop you from communicating effectively.

003BMST110A	Sep 13, 20	8:00-12N	\$55.00-KCC	Oa KCCmano 110
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COMMUNICATING AT WORK

Discover the basic principles and practice the basic skills of good interpersonal communication. Learn how to build trusting, supportive climates and relationships, how to listen with empathy, as well as how to resolve conflicts and sell your ideas to others.

003BMST145A Nov 1, 3 8:00-12N \$55.00-KCC Oa KCCmano 110

CONFLICT RESOLUTION

Conflict occurs at many levels. Understanding the level at which the conflict exists is the first step to resolving an undesirable situation. This course will offer the participants an experiential opportunity to assess their individual styles under normal and conflict conditions. In addition, participants will receive practical ways in which conflicts can be resolved, diffused, or avoided.

003BMST200A Dec 6 8:00-4:00p \$50.00-KCC Oa KCCmano 110

CUSTOMER SERVICE

Customer service simply means providing the customer with what he or she wants. Unfortunately, many organizations believe they are providing customers with quality service, when, in reality, they remain ignorant of their customers' true needs and wants.

003BMST135A Oct 16, 18 8:00-12N \$55.00-KCC Oa KCCmano 110

DEALING WITH DIFFICULT PEOPLE

Difficult people can be your biggest challenge to success on the job. The clue to working with these people is to understand them. This class will discuss different "problem types" and how to skillfully approach them to achieve results.

003BMST165A Nov 20 8:00-4:00p \$50.00-KCC Oa KCCmano 110

EDITING & PROOFREADING

This workshop provides techniques for adding, deleting, and reorganizing text. Editing is discussed in terms of the entire document. Participants will learn guidelines for reviewing writing in terms of content, organization, and style.

Recommended Prerequisite: Review of English Grammar.

003BMST180A Nov 27, 29 8:00-12N \$55.00-KCC Oa KCCmano 110

EFFECTIVE BUSINESS WRITING

Everyone at work is required to convey ideas, events, and transactions on paper rapidly and concisely. Most people dislike writing letters or reports; however, effective writing is a skill that can be learned and continuously improved. In this action-oriented workshop, you will learn to develop and polish your letters. Instruction emphasizes formula writing, psychology, and style.

Recommended Prerequisite: Review of English Grammar.

003BMST140A Oct 23, 25 8:00-12N \$55.00-KCC Oa KCCmano 110

ETHICS FOR STATE EMPLOYEES (Oahu only)

For the island of Oahu, the State Ethics Commission is working on *a request basis only* with the departments when arranging for ethics workshops. Persons interested in attending an Oahu workshop should contact their departmental personnel office for instructions on how to register with the Ethics Commission.

MEMORY ENHANCEMENT

Remembering names, dates, places, and complex material can be made easy as well as fun. Utilizing proven techniques such as the peg system and mnemonics, you will learn the mechanics of memorization while improving your ability to remember. Based on the Super learning method.

003BMST150A Nov 8, 15 8:00-12N \$55.00-KCC Oa KCCmano 110

NEW EMPLOYEE ORIENTATION (NEO)

This workshop is intended to be a **refresher course** on topics for the newly hired employee. Participants will receive a general overview on basic information such as insurance and leave benefits. They will hear from several speakers on topics such as deferred compensation, ethics and safety on the job, and the credit union..

Ses 1 Aug 16 8:00-1:00p \$0.00-HRD Oa SB SOT rm 204
Ses 2 Dec 6 8:00-1:00p \$0.00-HRD Oa SB SOT rm 204

PRE-RETIREMENT REVIEW SEMINAR (PRSN) (Non-Contributory Plan)

This seminar will give a generalized overview of the current Non-Contributory Plan. Various speakers will present program information on topics such as deferred compensation, social security, and credit union etc. The purpose of this seminar is not to provide specific financial planning advice but to inform participants on what types of things should be included in the typical retirement process.

Prerequisite: Must be NON-CONTRIBUTORY plan member.

Note: Participants may wish to bring a jacket to this work shop as the air conditioning can be cold.

Parking arrangements are the responsibility of the participant.

Ses 1 Oct 25 8:00-3:30p \$0.00-HRD Oa StCapAu

PRE-RETIREMENT REVIEW SEMINAR (PRSC) (Contributory Plan)

This seminar will give a generalized overview of the current Contributory Plan. Various speakers will present program information on topics such as deferred compensation, social security, and credit union etc. The purpose of this seminar is not to provide specific financial planning advice but to inform participants on what types of things should be included in the typical retirement process.

Prerequisite: Must be CONTRIBUTORY plan member.

Note: Participants may wish to bring a jacket to this work shop as the air conditioning can be cold.

Parking arrangements are the responsibility of the participant.

Ses 1 Oct 26 8:00-3:30p \$0.00-HRD Oa StCapAu

PREVENTING VIOLENCE

This module uses discussions, group activities and exercises to give participants an understanding of how violence is nurtured through mis-management of workplace conflicts and hostility. By opening the right doors of respect for people, attendees learn ways to diffuse conflicts and prevent discord from spiraling into violence in the workplace.

003BMST185A Dec 1 8:00-4:00p \$50.00-KCC Oa KCCmano 110

REPORT WRITING

Writing a factual observation or incident report in legal, legislative, and personnel reviews is becoming a common practice. This course gives employees guidelines and formulas for construction and completing reports. Learn to combine writing techniques to complete reports quickly, efficiently, and accurately.

Recommended Prerequisite: Review of English Grammar.

003BMST160A Nov 14, 16 8:00-12N \$55.00-KCC Oa KCCmano 110

REVIEW OF ENGLISH GRAMMAR

The ability to communicate effectively is essential. Communication that is clear, correct, and concise reflects the user's mastery of the English language. This 8-hour program is an intensive course in the fundamentals of grammar, punctuation, and spelling.

003BMST120A Oct 2, 9 8:00-12N \$55.00-KCC Oa KCCmano 110

SPEED READING

Do you have reports, materials, and business publications that you don't have time to read? Increase your reading speed and improve your comprehension so you can cover more material. Discover the benefits of the latest reading effectiveness skills in left and right integration, mental imagery, and mind mapping.

003BMST125A Oct 4, 11 8:00-12N \$55.00-KCC Oa KCCmano 110

TAKING MINUTES

This course is designed for staff people who have the responsibility for recording minutes. Clarification of the recorder's role and the importance of minutes as a report document will be followed by a discussion of simple and effective techniques of note taking. Participants will be introduced to practical methods of organizing notes and specific guidelines for evaluating minutes.

003BMST175A Nov 22 8:00-12N \$30.00-KCC Oa KCCmano 110

TELEPHONE SKILLS

Leave your caller feeling good about your department! Develop telephone skills to provide customer satisfaction, project departmental image, and develop your professionalism. Topics include communication styles, telephone usage, listening skills, effective speech, barriers to communication, and conflict.

003BMST130A Oct 13 8:00-12N \$30.00-KCC Oa KCCmano 110

TOTAL QUALITY MANAGEMENT (AN OVERVIEW)

This workshop is designed to give participants an introduction to TQM-Total Quality Management, as it applies to the public sector. Participants will learn about the TQM process, develop a department TQM philosophy and mission strategy that is compatible to the mission of the government agency, and identify and apply TQM techniques and tools to improve teamwork, individual performance, and department services without increasing operating costs.

003BMST210A Dec 12, 14 8:00-12N \$55.00-KCC Oa KCCmano 110

MAXIMIZING YOUR ORAL PRESENTATIONS

Professionals often need to speak in front of groups, sell ideas, or face a camera. High-energy communication skills will help you get your point across with confidence, ease, and professional polish.

003BMST205A Dec 11, 13 8:00-12N \$55.00-KCC OaKCCmano 110

SAFETY

ASBESTOS AWARENESS PROGRAM

This course covers the origins and uses of asbestos, where it is generally found, permissible exposure levels, legal requirements, medical impact of asbestos exposure, cumulative effect of smoking and asbestos exposure, and how to minimize exposure to asbestos. Prerequisites: None

003H1PHAS001A Aug 24 8:00-12N \$60.00-HCC Oa HCC #2-514

004H1PHAS001A Nov 17 8:00-12N \$60.00-HCC Oa HCC #2-210

ASBESTOS COORDINATOR TRAINING

This course covers health hazards of asbestos exposure, methods to minimize exposure, review regulatory requirements, locate asbestos from survey reports, conduct surveys to identify changes in asbestos condition, coordination of operation and maintenance activities, respond to asbestos episodes, and to document and coordinate activities with the Department Asbestos Manager (DAM). Prerequisites: None

003H1PHAS003A	Sep 22	7:45-4:30p	\$120.00-HCC	Oa HCC #2-210
004H1PHAS003A	Dec 1	7:45-4:30p	\$120.00-HCC	Oa HCC #2-210

DRUG-FREE WORKPLACE (NON-SUPERVISORS)

This class provides basic information about substance abuse at work. The specific topics covered are: the dangers of alcohol and drugs in the workplace, State of Hawaii's drug free workplace policy, and resource and referral information.

003BMST190A	Dec 5	8:30-10:30a	\$25.00-KCC	Oa KCCmano 110
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DRUG-FREE WORKPLACE (SUPERVISORS/MANAGERS)

This class provides basic information about substance abuse at work and the role and responsibilities of supervisors in dealing with the problem among employees. Some specific topics covered are: the dangers of alcohol and drugs in the workplace, the state of Hawaii's drug free workplace policy, resource and referral information, and legal aspects and ramifications of the 1988 drug free workplace act.

003BMST195A	Dec 7	8:30-12:30p	\$40.00-KCC	Oa KCCmano 110
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VIOLENCE IN THE WORKPLACE (VIW)

Workplace violence is a growing concern as it continues to escalate in our workplaces. Many of us do not understand what constitutes workplace violence or what must be done when we are informed of it. Supervisors are at the frontline of identifying incidences of workplace violence. The purpose of this program is to educate supervisory/managerial personnel on the signs and signals of potential exposures to violence; prevention and mitigating activities, and employee responsibilities.

Ses 1	Jul 6	9:00-11:00a	\$0.00-HRD	Oa SB SOT rm 204
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HAZARD COMMUNICATION PROGRAM

Understand the purpose of the standard: chemical routes on entry into the body, effects of exposure, and elements of the hazard communication standard. Covers establishing a written hazard communication program, container labeling, interpreting and maintaining material safety data sheets (MSDS), and employee training requirements.

003H1PHAS002A	Jul 14	8:00-12N	\$60.00-HCC	Oa HCC #2-409
004H1PHAS002A	Oct 10	8:00-12N	\$60.00-HCC	Oa HCC #2-514

FIRST AID

aka: HEARTSAVER FACTS™ (CPR – Heartsaver/AED & Basic First Aid)

This course is designed to help you feel more confident in your ability to act appropriately in an emergency situation. Heartsaver **FACTS**™ (Basic **F**irst Aid, **A**utomatic External Defibrillator, **C**PR – Heartsaver, **T**raining **S**ystem) is designed to teach you to recognize and provide basic care in emergency situations.

*Note: Program is also referred to as **First Aid**. A \$20 Textbook is included as part of course fee.*

<u>Class Code</u>	<u>Section</u>	<u>Date</u>	<u>Time</u>	<u>Cost</u>	<u>Location</u>
SUMMER 002EMHF102	A	Jul 5	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	B	Jul 8	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	C	Jul 14	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	D	Jul 19	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	E	Jul 28	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	F	Aug 4	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	G	Aug 9	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	H	Aug 16	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	I	Aug 19	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	J	Aug 25	8:30-4:30p	\$45.00-KCC	KCCkauila 108
FALL 003EMHF102	A	Sep 6	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	B	Sep 9	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	C	Sep 15	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	D	Sep 20	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	E	Oct 6	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	F	Oct 11	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	G	Oct 21	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	H	Oct 27	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	I	Nov 1	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	J	Nov 8	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	K	Nov 11	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	L	Nov 17	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	M	Nov 21	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	N	Dec 2	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	O	Dec 8	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	P	Dec 13	8:30-4:30p	\$45.00-KCC	KCCkauila 108
	Q	Dec 18	8:30-4:30p	\$45.00-KCC	KCCkauila 108

SUPERVISORY/MANAGEMENT

CHANGE: HOW TO UNDERSTAND, MANAGE, & MAKE IT WORK FOR YOU

Organizations must change with technology and redirect its human resources accordingly in order to remain productive. This workshop will discuss the cycle of change, the problems associated with it, and how to make it a positive experience.

003BMST100A	Sep 5	8:00-4:00p	\$50.00-KCC	OaKCCmano 110
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CONDUCTING MEETINGS

Learn how to improve the quality of meetings you direct or attend. This workshop offers practical suggestions to accomplish your meeting's objectives efficiently. Topics will include: how to prepare for your meeting, how to be an effective participants and leader, how to plan an agenda, how to control the discussion, and how to keep the meeting on track.

003BMST170A Nov 21, 28 8:00-12N \$55.00-KCC OaKCCmano 110

NEGOTIATION SKILLS

Improve your professionalism with expert negotiation skills. Learn effective win-win strategies and techniques for successful negotiation. Learn to identify your own negotiating strengths and weaknesses and develop usable tools for positive negotiation.

003BMST105A Sep 11, 18 8:00-12N \$55.00-KCC OaKCCmano 110

PERFORMANCE APPRAISAL SYSTEM - SUPERVISORY ORIENTATION (PAS)

This workshop is to help managers and supervisors understand the new Performance Appraisal System (PAS) that was implemented on March 1, 1996 so that they can more effectively implement the program with their employees. Topics include: 1) review of the PAS forms; 2) review of the Supervisory Manual; and 3) 1/2 hr. Question and Answer period.

Prerequisite: Open to Manager or Supervisor

Persons attending should bring the PAS Supervisory Manual and the PAS Summary for Employees to their session.

Ses 1 Oct 19 9:30-11:30a \$0.00-HRD Oa SB SOT rm 203

PRACTICAL SUPERVISION (PSUP)

This is a basic course aimed primarily at first-line supervisors. Its purpose is to provide supervisors with an understanding of their role and responsibilities as members of management and to build skills in certain areas critical to success on the job. The course consists of four modules: Becoming a Supervisor: Making the Transition; Safety: Keeping Employees Productive; Labor Relations: Building Respect at Work; and Training: Building Skills for Success.

Ses 1	Aug 15*	8:00-4:00p	\$10.00-HRD	Oa SB SOT rm 1403
	Aug 22	8:00-12N		Oa SB SOT rm 1403
	Aug 29	8:00-4:00p		Oa SB SOT rm 1403
Ses 3	Nov 14*	8:00-4:00p	\$10.00-HRD	Oa SB SOT rm 1403
	Nov 21	8:00-12N		Oa SB SOT rm 1403
	Nov 28	8:00-4:00p		Oa SB SOT rm 1403

NOTE: Although the course targets first-line supervisors, middle managers are welcome to participant if they have never attended such a program or if feel the need for a refresher course. Attendance of this course will meet the mandate of the AD 92-02, Administrative Directive, July 21, 1992 on management training for new supervisors.

*** For the first day's afternoon session, participants are required to "teach a 15 minute" task. The task should represent what you would actually teach a subordinate. Participants should bring whatever supporting materials (forms, equipment, tools, etc.) necessary to demonstrate and teach the task. Some examples of tasks would be: 1) a nurse teaching how to take a patient's vital signs; 2) an adult corrections officer teaching how to search an inmate or 3) a secretary teaching how to prepare a statistical report.**

SAFETY

ASBESTOS AWARENESS PROGRAM

This course covers the origins and uses of asbestos, where it is generally found, permissible exposure levels, legal requirements, medical impact of asbestos exposure, cumulative effect of smoking and asbestos exposure and how to minimize exposure to asbestos.

Prerequisites: None.

003H1PHAS001A	Aug 24	8:00a – 12N	\$60.00 – HCC	Oa HCC#2 514
004H1PHAS001A	Nov 17	8:00a – 12N	\$60.00 – HCC	Oa HCC#2 210

ASBESTOS COORDINATOR TRAINING

This course covers health hazards of asbestos exposure, methods to minimize exposure, review regulatory requirements, locate asbestos from survey reports, conduct surveys to identify changes in asbestos condition, coordination of operation and maintenance activities, respond to asbestos episodes, and to document and coordinate activities with the Department Asbestos Manager (DAM).

Prerequisites: None.

003H1PHAS003A	Sep 22	7:45a – 4:30p	\$60.00 – HCC	Oa HCC#2 514
004H1PHAS003A	Dec 1	7:45a – 4:30p	\$60.00 – HCC	Oa HCC#2 210

HAZARD COMMUNICATION PROGRAM

Understand the purpose of the standard: chemical routes on entry into the body; effects of exposure; and elements of the hazard communication standard. Covers establishing a written hazard communication program, container labeling, interpreting and maintaining material safety data sheets (MSDS), and employee training requirements.

Prerequisites: None.

003H1PHAS002A	Jul 14	8:00a – 12N	\$60.00 – HCC	Oa HCC#2 409
004H1PHAS002A	Oct 10	8:00a – 12N	\$60.00 – HCC	Oa HCC#2 514

VEHICLE SAFETY

DEFENSIVE DRIVING COURSE

Certified by National Safety Council, participants are informed of road, traffic and other driving hazards; how to recognize and cope and minimize the severity of accidents. Participant receives a Certificate of Completion from National Safety Council. For employees who drive in the performance of duty.

HNDDC00	By Appt	8:00-4:00p	\$55.00-LCC	Oa LCCda205a
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DRIVER IMPROVEMENT PROGRAM

Course covers HRS requirements for departments with Type 4 and CDL drivers and trains drivers to be cognizant of pre-trip inspection, operational systems (e.g. transmission, air brakes, accident prevention, safe driving techniques, distribution of load, drug & alcohol liability, and serves to increase equipment availability.

Prerequisite(s): Participants should possess a valid type 4 or CDL driver license.

HNDIP800	Aug 17	8:00-4:00p	\$60.00-LCC	Oa LCCda205a
HNDIP1000	Oct 19	8:00-4:00p	\$60.00-LCC	Oa LCCda205a
HNDIP1200	Dec 14	8:00-4:00p	\$60.00-LCC	Oa LCCda205a

DIP ROAD EVALUATION

Hands-on road evaluation on a predetermined course in a type of vehicle for which driver is licensed.

Copy of evaluation report prepared for agency.

HNDIP00	By App't	By App't	\$20.00-LCC	OaLCCda205a
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FORKLIFT TRAINING

Training and certification of lift truck operators, which meets HIOSH/DOSH requirements. Subjects include: physical requirements, driving skills, safe operation, vehicle inspection, cargo distribution, lift and stack, etc. Participant required to satisfactorily complete practical driving test on skills course.

Note: Leeward Community College Certificate of Completion issued. A minimum of six (6) participants required. (Neighbor islands by appointment only - forklift provided by requestor.)

HNFKL800	Aug 22	8:00-3:00p	\$45.00-LCC	Oa LCCda205a
HNFKL900	Sep 26	8:00-3:00p	\$45.00-LCC	Oa LCCda205a
HNFKL1000	Oct 17	8:00-3:00p	\$45.00-LCC	Oa LCCda205a
HNFKL1100	Nov 21	8:00-3:00p	\$45.00-LCC	Oa LCCda205a
HNFKL1200	Dec 19	8:00-3:00p	\$45.00-LCC	Oa LCCda205a